

## **POLICE CRISIS INTERVENTION SPECIALIST**

### **DISTINGUISHING FEATURES**

The fundamental reason the Police Crisis Intervention Specialist exists is to professional level crisis intervention, evaluation/ assessment, and information and referral services for the Police Department. This classification is non-supervisory and receives general supervision from the Police Crisis Intervention Supervisor.

### **ESSENTIAL FUNCTIONS:**

Responds (in person, by phone) to police officer requests for psychological, sociological and victimization services. Performs intervention and assessment services in areas such as, domestic violence, sexual assault, mental health emergencies, child maltreatment, runaways, etc. Works in a variety of stressful and emotional situations on a 24-hour basis. Lifts and assists infirmed individuals and children. Assists in relocating victims of domestic violence or other life altering situations.

Responds to private citizens, schools, and social service agencies requests for assistance. Refers and occasionally provides transportation to local treatment and other appropriate locations.

Provides supportive guidance to other department staff members. Communicates effectively with all those encountered in the course of work. Through teamwork and commitment, provide the highest level of quality service.

Maintains contact with civic groups, social service organizations and other professionals. Serves on community boards and performs school and community educational presentations.

Prepares written reports, maintains client records and statistical data by using a computer terminal requiring continuous and repetitive arm/hand/eye movement.

Operates city vehicles and radio equipment when responding to situations.

Maintain regular consistent attendance and punctuality.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge, Skills, and Abilities**

Knowledge of:

The criminal justice system, crisis intervention, Arizona mental health laws, and the operation of a social service.

Ability to:

Communicate and deal effectively with clients in crisis situations, co-workers, other professionals, civic groups and the general public, and social services agencies.

Evaluate a wide range of human problems and supply appropriate information and referral service to resolve the problem, and/or employ appropriate intervention techniques to resolve an immediate and critical situation.

Interview victims of sexual assault, molestation or other related crimes.

Lift and assist infirmed individuals and children.

Assist in relocating victims of domestic violence or other life altering situations.

Operate standard office equipment including a computer terminal, telephone and two-way radio requiring visual and muscular dexterity for extended periods of time.  
Respond on a 24-hour basis to emergency situations; operate a motor vehicle requiring a standard Arizona driver's license with no driving citations in the last 39 months.

**Education and Experience**

A Bachelors' Degree in Social Work, Sociology, Psychology or closely related field, and a minimum of two years experience in the counseling or social work field.

FLSA Status: Non-Exempt

HR Ordinance Status: Classified